Dear San Antonio College Employees,

Welcome back to San Antonio College on behalf of the Office of Technology Services (OTS)! This correspondence will provide you with valuable information, general reminders and updates to help you get started with the new semester.

SAC OTS understands the vital role technology plays in the teaching and learning experience. As a result, our primary focus is to fulfill your technology needs through superior service and support. If you need technical assistance, we recommend that you submit your service request via our automated self-service request system, “FootPrints”.

We hope you find the information below to be useful. If you have additional questions, please contact our helpdesk at (210) 486-0777 or send us an email to sac-helpdesk@alamo.edu.

OTS WEBSITE
Several technology support resources such as, Frequently Asked Questions, Training Guides and eClips (short video clips) are available on our OTS Home Page, located at http://alamo.edu/sac/ots. Additional information for employees, is also available on SharePoint: http://share.alamo.edu/sac/ots

OTS SERVICE LOCATIONS:
- MLC 502 – Student Mega Lab
- MLC 709 – OTS Front Office
- MLC 710 – OTS Service Center / Equipment Check-out
- MLC 712 – Faculty / Staff Instructional Innovation Center

NEW EMPLOYEE NETWORK ACCOUNT
If you have a new employee within your department that requires a network account, please complete the User Account Request Form and the Computer Security Agreement Form (forms are available at www.alamo.edu/sac/college-forms) and fax both forms to OTS at (210) 486-9002 or scan and attach with your work order request within “FootPrints”.

ACCEPTABLE USE POLICY
All SAC users are required to abide by our Appropriate Use of Information Technology Resources Policy. The Policy can be accessed at www.alamo.edu/district/policies/.

SERVICE REQUEST SYSTEM
SAC employees can submit technical support requests 24/7 via the automated self-service, “FootPrints” System at https://footprints.alamo.edu. Login to “FootPrints” using your SAC workstation username and password (Username: ACES Username, Password: Same password you use to login to your office workstation).

TECHNICAL SUPPORT
San Antonio College Helpdesk
(210) 486-0777 or sac-helpdesk@alamo.edu
Monday – Friday: 8:00 a.m. – 5:00 p.m.

TELEPHONE SUPPORT
District ITS Helpdesk (Support Central):
Location: 811 W. Houston Street (Downtown)
(210) 485-0555 or helpdesk@alamo.edu
Monday – Friday: 8:00 a.m. – Midnight
Saturday: 9:00 a.m. – 9:00 p.m.
Sunday: 12:00 Noon – Midnight
OTGS SERVICE CENTER (WALK-IN SUPPORT)
Service Hours: 8:00 a.m. – 5:00 p.m. Mon-Fri
Phone: 210-486-0030
Email: sac-it@alamo.edu
In Person: MLC 710 (7th Floor)

The OTS Service Center provides IT support to faculty, staff and students of San Antonio College. The OTS Service Center, located on the 7th Floor of MLC, provides support via phone, walk-in and email to San Antonio College’s students, faculty and staff.

The OTS Service Center has friendly staff to help you:

- Clean Virus and Spyware from your laptop
- Get connected to AlamoNet, wireless network.
- Setup email on your mobile devices
- Answer quick questions on Canvas, MS Office, My Map
- Assistance with resetting passwords
- IT service consulting
- Scan documents and images
- Fax documents
- Checkout short-term loan equipment

Note: Service is provided on a first-come, first-served basis.

SECURITY AWARENESS
Security Abuse Hotline: 210-485-0555, Option 4
Out of Town Students: Call 866-493-3947 (toll free number)
Email: abuse@alamo.edu
Website: http://alamo.edu/sac/Security

Every member of San Antonio College community has a responsibility to use good computing habits to protect San Antonio College’s computers, network and information. Office of Technology Services (OTS) advises the college on how to ensure integrity, confidentiality and availability of vital information technology resources and information. Please protect your computer.

Download our flyer available on our security website: Top Ten Technology Security Tips.

Should an issue arise, please go to our website and complete the IT Security Form to describe the security incident. Important: If the incident poses any immediate danger, please call 911 to contact law enforcement authorities immediately. The types of incidents you report include:

- Unauthorized exposure of private personal information (which may lead to identity theft or misrepresentation)
- Computer break-ins and other unauthorized use of San Antonio College systems or data
- Unauthorized changes to computers or software
- Equipment theft or loss
- Interference with the intended use of information technology resources
INSTRUCTIONAL INNOVATION CENTER (IIC)
Location: MLC 712
(210) 486-0030 or sac-it@alamo.edu
Monday - Fridays: 8:00 a.m. – 5:00 p.m.
Evening & Saturdays: By Appointment ONLY

The Instructional Innovation Center (IIC) offers technology training sessions to all employees. To learn more about the Center resources go to: http://alamo.edu/sac/iic/.

Be sure to sign up for some of our great sessions offered to you in AlamoLearn. Log into ACES → Select the Employee Tab → Locate the Search textbox in upper left corner → Type SAC Instructional Innovation Center → Click Magnifying Glass → Locate and click on the title link for the desired course you wish to take → Click on the Register button to the right of the session to complete your registration. You will be redirected to your AlamoLearn Transcript confirming your registration.

STUDENT MEGA LAB
Location: MLC 502
(210) 486-0160 or sac-it@alamo.edu
Monday – Fridays: 8:00 a.m. – 5:00 p.m.

The Mega Computer Lab facility provides SAC students the space and resources to complete class work. Staff with specialized knowledge of operating system and key software applications knowledge are on hand to assist students with troubleshooting needs. To learn more about the Center offerings, please visit http://alamo.edu/sac/megacomputerlab/. Be sure to click on the “Training Calendar” link on the left bar to sign up for available student workshops. Locate the session desired and register by clicking on the title of the workshop and fill out the form. To schedule a special training workshop for your class, please click on the Request a Class button located above the calendar Month.

Canvas for Students website is: http://alamo.edu/StudentCanvas

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ACES PORTAL
ACES is a secure portal that provides students, staff, and faculty with access to various systems and services using a single sign-on process. As an ACES user, you will have access to Online Courses, Email, Class rosters, Training Resources and Library resources. ACES will also provide you with the latest information of events and important news taking place within your college. [https://aces.alamo.edu](https://aces.alamo.edu).

COMPUTER/PHONE REQUESTS/MOVES
OTS provides assistance with moving and requesting technology equipment including phone devices. **Please do not move computer equipment or phone devices without OTS involvement.** With every move or new installation request, specific inventory documentation must be completed per District-wide inventory control guidelines. It is also critical to document all location changes in the District-wide directory for 911/emergency response purposes. Contact the OTS IT Resource Coordinator, Terry Loomis ([tloomis2@alamo.edu](mailto:tloomis2@alamo.edu)) at 486-0807 for assistance.

SPECIAL TECHNOLOGY PROJECTS
Please notify the OTS IT Resource Coordinator at 486-0807 early in the planning stage of any special technology projects that will require our assistance, i.e., computer replacements, new computer lab, additional workstations needed in an area previously without workstations, etc. Adequate lead time is essential to assess special needs, purchase and to deploy a solution. With end-user assistance and adequate notification, OTS can help resolve many issues before they become critical.

REVOKE ACCOUNT ACCESS FORM
If an employee (full-time, part-time or work-study) separates from your department, please complete and submit the [Revoke Account Access Form](http://alamo.edu/sac/college-forms) so that OTS can revoke system access in a timely manner.

SYSTEM DOWNTIME ALERTS
Up-to-date System Alerts are available on [http://alamo.edu/sac/ots/](http://alamo.edu/sac/ots/). Click the [System Alerts](http://alamo.edu/sac/ots/) link to view planned or unplanned system outages at SAC.

ENTERPRISE TELEPHONE DIRECTORY UPDATES
To improve accuracy and usefulness, OTS recommends that departments review the enterprise online telephone directory available at [http://phonebook.alamo.edu/Directory.aspx](http://phonebook.alamo.edu/Directory.aspx).

SAC employees can request directory updates by submitting a **“FootPrints”** work order. Please ensure to select “Telecommunications” from the “Service” menu, “Desk Phone” from the “Component” menu and select “Change Phone Setup” within the “Detail” menu.

Tip: When searching the VOIP Directory via the web, you can click on a person’s name to view their Title, Department, Phone, Email and Office Location.
SOFTWARE LICENCING
Software for home use is available at a discounted rate for SAC employees and students. Please access the following website to order academic discounted software:  http://alamo.onthehub.com.

Alamo Colleges also participates with Microsoft Corporation through the Microsoft Campus Agreement (MSCA). The MSCA provides faculty and staff access to Microsoft’s popular computer software including Microsoft Operating system and Microsoft Office tools. The following website provides additional information:  http://share.alamo.edu/distit/WebPages/SoftwareLicensing.aspx

SHORT-TERM EQUIPMENT LOANS
Location: MLC 710
Equipment Checkout: Service Center
(210) 486-0586
Monday – Friday: 8:00 a.m. – 5:00 p.m.

Technology equipment is available to actively enrolled San Antonio College (SAC) students and currently employed faculty and staff. The Office of Technology Services (OTS) requires that the loaner equipment be used for Alamo Colleges, related projects or events only. The use of Alamo College’s property for personal use is prohibited.

- The Office of Technology Services (OTS) requires two forms of valid photo identification from students. Acceptable forms of identification include, but are not limited to, current San Antonio College (SAC) student ID, Driver’s License or State ID/ Military ID, etc. Employees are required to bring their employee ID for identification.
- All Technology Equipment loans are done on a first-come, first-serve basis.

WISHING YOU ALL A GREAT SEMESTER!
Office of Technology Services
MLC 709 (210) 486-0030
http://www.alamo.edu/sac/ots/

SURPLUS EQUIPMENT
If you have surplus or outdated technology equipment, please submit a completed “Property Transfer Form” (PTF), formerly the Asset Transfer Form (ATF), to Mr. Mrizek’s office requesting the pick-up of surplus equipment. (Note: The PTF Form is available on the Finance and Fiscal Services SharePoint site and by choosing the Inventory Control link (http://share.alamo.edu).

New procedures require the Vice President of College Services to approve all assets leaving the campus. Once OTS completes the pre-screening process, our IT Resources Coordinator will return the request including the PTF back to the Vice President of College Services.

CAUTION!: Transferring or disposing computers or storage media improperly can result in inadvertent disclosure of confidential information. To keep our inventory database up to date, please **DO NOT** relocate computer assets without completing a PTF and following the complete inventory processes. When in doubt, please contact our IT Resources Coordinator at tloomis2@alamo.edu.